

# **SANDWICH BAY BIRD OBSERVATORY TRUST**

## **COMPLAINTS PROCEDURE FOR EMPLOYEES, TRUSTEES AND MEMBERS**

Reviewed July 2017 by the Trustees

This procedure is designed to allow confidential reporting of matters of concern, such as misconduct, misuse of funds, mismanagement, and risks to SBBOT or to people connected with it.

The policy will be made available on the SBBOT website.

Concerns should be reported to any of the trustees, or to the warden.

All those making a complaint or allegation or expressing concern can be assured that:

- They will be taken seriously
- Those who raise such concerns in good faith need have no fear of reprisals or other adverse consequences
- Their concerns will be properly assessed and investigated in a way that is fair to them and others involved
- They will not be named as the complainant if they do not wish to be
- Appropriate action will be taken where a concern is shown to be well founded
- They will receive feedback on the outcome of the investigations

The person receiving the complaint should:

- Make it clear that they will discuss the complaint with Council and ascertain if the identity of the complainant can be disclosed to Council
- Document the details of the complaint as fully as possible
- Bring the complaint to the attention of Council at the next scheduled meeting, call an emergency meeting or send an e-mail, depending on the severity and need for urgent action.

Council will

- Investigate all complaints fully
- Take appropriate action
- Inform the complainant of the outcome
- Make a written record of the complaint, the investigation and the outcome